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Cashier News



Available to Vendors!



External hand held keypads are still available to vendors free of charge for the 2 POS machines that the state office has supplied to all vendors.

**To obtain external handheld keypads contact JP Morgan
at 1-800-266-1033**

Vendors are not required to have these additional keypads but have the option to request them.



Changing Package Sizes

Tropicana and Dole brands are changing package sizes from 64 oz containers to 59 oz containers.

The new 59 oz containers are NOT WIC approved.

This change MAY affect your stores least expensive orange and pineapple juices.

The 59oz containers have a new UPC code that will not scan to prevent unauthorized purchases.

Check your shelves to be sure that you have a 64 oz orange and/or pineapple juice available. The least expensive 64 oz container must be marked with a WIC APPROVED shelf tag.

*** IMPORTANT CASHIER TRAINING INFORMATION ***

This newsletter is designed as your CASHIER TRAINING EFFORTS & will also serve as a handy reference guide.

Vendor Training



Infant Formula

Vendors need to make sure that they are not carrying expired formula. During vendor inspections several cans of expired formula were found.

BENEFITS ON HOLD?

If a participant/cashier swipes a card and it does not work, then swipes the card again or goes to a different terminal to swipe the card, an error will occur and a message will display reading “benefits (card) on hold”. If this happens the participant will need to wait 15 minutes for the benefits to be released from hold before they can attempt the purchase again.

If a problem occurs after the **first** swipe of the card, press the red cancel button to reverse the transaction. This will release the benefits from hold, and the participant may initiate the purchase again immediately.

WIC Approved Shelf Tags

The yellow WIC approved shelf tags are NOT optional, they are a REQUIREMENT of all WIC vendors as stated in the vendor contracts.



Vendors can be suspended and/or terminated from the program if the WIC Approved items are not marked in their stores. All old WIC shelf tags are to be removed. Only the yellow WIC APPROVED tags are allowed. Contact the State WIC office if you need more yellow WIC APPROVED shelf tags.

Please make sure you are marking items that are actually approved by WIC.

Participants are having trouble finding the least expensive quart size milk, please mark this item with the yellow WIC approved tags to assist participants in finding this item.

Cashier Training

If a you find that your POS terminal cannot accept short UPC barcodes (8 digits) you will need to reset your scanners per the instructions below.

- Depending on the type of Scanner you have, scan each of the appropriate bar codes below (left one first); the scanner will beep 3 times
- Sign onto the terminal (if not already signed on), then press the purple Report key
- Press F4 for UPC Config
- Enter the manager ID, then press the green Enter key
- Enter the manager password, then press the green Enter key
- Scan a WIC-approved item's bar code. The item should appear on the terminal screen.
 - ◇ **If the item appears on the terminal screen, then the scanner is working properly.**
 - ◇ **If the item does not appear on the terminal screen, then the scanner is malfunctioning and will need to be replaced.**

Metrologic Scanner Reset Codes

If you have a Metrologic Scanner (as shown to the right), use the barcodes below to reset the scanner. Scan the left one first then the right one. The scanner will beep 3 times.



Honeywell One Scanner Reset Codes

If you have a Honeywell One Scanner (as shown to the right), use the barcode below to reset the scanner. The scanner will beep 3 times.



Standard Product Default Settings

IMPORTANT NUMBERS**State WIC Offices**

Carson City Office: (775) 684-5942

Las Vegas Office: (702) 486-8101

ITCN: (775) 355-5210

JP Morgan Helpdesk

1-800-266-1033

(Have your location ID#)

EBT Technical Support

(775) 684-5906

1-877-595-9686

1-800-NEV-WIC

(1-800-863-8942)



We want to hear from you!
 Send or e-mail your questions to:
 Nevada State WIC Program
 4126 Technology Way #102
 Carson City, NV 89706

Or e-mail to kmolina@health.nv.gov
 or khernandez@health.nv.gov
 (775) 684-5942 Tel



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